CISCO SYSTEMS

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User Guide for Cisco Unified Personal Communicator

for Macintosh, Release 1.1
9/14/2006

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CONTENTS

Introducing
Cisco Unified Personal Communicator

This introduction includes the following topics:

About Cisco Unified Personal Communicator

An integral part of the Cisco Unified Communications family of products, Cisco Unified Personal Communicator is a desktop computer application that helps enable more effective communications. By transparently integrating your most frequently used communications applications and services, Cisco Unified Personal Communicator streamlines the communication experience, helping you work smarter and faster. With Cisco Unified Personal Communicator, you can access voice, video, document sharing, and presence information—all from a single, rich-media interface.

Key Features and Benefits

- View real-time availability of other people who use Cisco Unified Personal Communicator.

- Click-to-call from the contact list or from a number in any application.

- Use either the integrated soft phone (software that lets you use your computer as a phone) or an associated Cisco Unified IP Phone.

- Exchange ideas "face-to-face" with a video display on your computer screen.

- Add communication methods during a session; for example, you can add video or web conferencing.

- Create audio conference calls simply by merging conversation sessions.

- View, playback, sort, and delete voice-mail messages, all from the same client application.

Related Topics

About Available Features

The features and functionality that are available to you depend on the components that your company has enabled. For example, you may or may not have access to soft-phone or web-conferencing features.

Also, the options you see at any time depend on the current situation and what you are doing. For example, if you have not selected a contact, the buttons to call a contact are dimmed.

Some features may available only via your desk phone or only via your soft phone, such as call transferring or video.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export,

distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending e-mail to export@cisco.com.

Setting Up Cisco Unified Personal Communicator

Complete the following tasks in order:

- System Requirements, page 1-3
- Installing Cisco Unified Personal Communicator, page 1-3
- Before You Use Cisco Unified Personal Communicator, page 1-4
- Logging In for the First Time, page 1-5
- Setting Essential Preferences, page 1-5
- (Optional) Specifying Preferences, page 9-2

System Requirements

Your system administrator should ensure that your equipment meets the system requirements for using this product.

You must have Administrator privileges to install software on your computer.

Installing Cisco Unified Personal Communicator

If your system administrator has not installed
Cisco Unified Personal Communicator on your computer, install it.

Procedure

Step 1   Make sure your Finder is set to display files as icons.

Step 2   Obtain the disk image (CiscoUnifiedPersonalCommunicator-K9.dmg) from your system administrator.

Step 3   If the disk image does not mount automatically, double-click it.

Step 4   Accept the license agreement.

Step 5   Follow the instructions.

Step 6   (Optional) Move the disk image to the trash.

Step 7   Continue with the instructions in the "Before You Use Cisco Unified Personal Communicator" section on page 1-4.

Before You Use Cisco Unified Personal Communicator

Before you launch Cisco Unified Personal Communicator, prepare your equipment:

- Setting Up Your Headset, page 1-4
- Setting Up Your Camera, page 1-4

Setting Up Your Headset

If you will use a headset with your soft phone, follow the instructions that came with the headset.

After you plug in your headset, you may need to wait a few moments before you do anything else.

Setting Up Your Camera

The software for supported Apple cameras is included with the Macintosh operating system software.

Procedure

Step 1   Set up your camera following the instructions that came with it.

Step 2   If necessary, set the camera as the default microphone: Choose **System Preferences** > **Sound**, then click **Input**.

Step 3   Click your camera in the list and adjust volume settings as needed.

Step 4   Relaunch Cisco Unified Personal Communicator if it is running.

Logging In for the First Time

Before You Begin

- Follow the procedures in the "Before You Use Cisco Unified Personal Communicator" section on page 1-4.

Procedure

Step 1   Obtain the following information from your system administrator:

- Your username and password for Cisco Unified Personal Communicator.

- An IP address for the login server.

Step 2   Launch Cisco Unified Personal Communicator.

Step 3   Enter the information that you obtained in Step 1. Username and password are case-sensitive.

Step 4   After you log in, perform the tasks in the "Setting Essential Preferences" section on page 1-5.

Setting Essential Preferences

After you log in for the first time, you must perform the following tasks in order to use Cisco Unified Personal Communicator:

- Choosing the Active Phone, page 9-5

- Setting Up Voice Mail and Web Conferencing, page 9-2

Related Topics

- Setting Up Cisco Unified Personal Communicator, page 1-3

About Logging In

You must log in in order to use Cisco Unified Personal Communicator.

You can log in to Cisco Unified Personal Communicator from any computer on your corporate network (if Cisco Unified Personal Communicator is installed and connected to the network). Your contact list will be available to you after you log in.

You should be logged in only once at any time.

Related Topics

- Logging In for the First Time, page 1-5

- Launching and Logging In, page 1-6

- Setting Up Automatic Login and Password Entry, page 9-4

Launching and Logging In

To Do This	Do This
Launch Cisco Unified Personal Communicator	First, perform the tasks in the "Before You Use Cisco Unified Personal Communicator" section on page 1-4. Then, follow standard procedures for launching applications.

To Do This	Do This
Log in	If you are logging in for the first time, see the "Logging In for the First Time" section on page 1-5. Otherwise, do the following: • Respond to the window that appears when you launch Cisco Unified Personal Communicator. Note In order to log in remotely, you must first connect to your corporate network, for example via virtual private network (VPN). Note Username and password are case-sensitive.
Set up automatic login	See the "Setting Up Automatic Login and Password Entry" section on page 9-4.

Related Topics

- About Logging In, page 1-6

About the Cisco Unified Personal Communicator Console

The console is the main hub of the Cisco Unified Personal Communicator application. Information about the console includes:

- Overview of the Console, page 1-7
- Changing the View of the Console and Its Panes, page 1-9
- Working With Items Listed in Panes, page 1-10

Overview of the Console

Unless otherwise noted, all descriptions and instructions in this documentation are based on the default configuration described in this section.
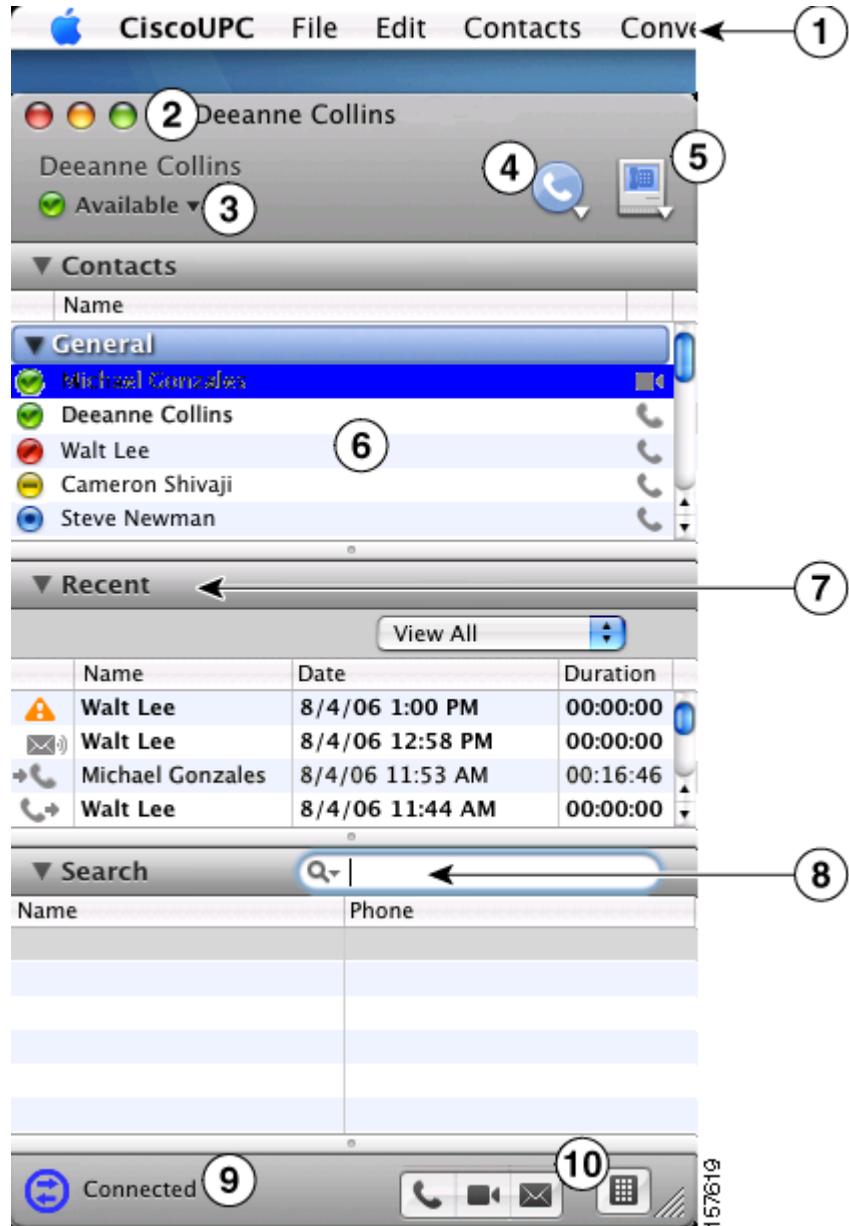
Item	Description
1	Menu bar
2	Title bar with standard operating system buttons.
3	Pop-up menu to set your current reachability status. See the "Specifying Your Reachability Status" section on page 9-9.
4	Pop-up menu to choose your preferred contact method. See the "Specifying Your Preferred Contact Method and Contact Information" section on page 9-7.
5	Pop-up menu to choose your active phone. See the "Choosing the Active Phone" section on page 9-5.
6	Contacts pane. See Chapter 7, "Managing Contacts."
7	Recent Communications pane. See Chapter 8, "Working With Recent Communications."
8	Search pane. See the "Searching for Contacts" section on page 7-3.
9	The current status of your connection. If needed, see Chapter 10, "Troubleshooting."
10	Buttons to initiate communications.

Changing the View of the Console and Its Panes

To Do This	Do This
Minimize the console	Click the standard operating system control at the top of the window.
Maximize the console	Click the Cisco Unified Personal Communicator icon in the dock.
Expand a pane in the console	• Click the title bar of the pane. • Choose **Window > Toggle** [pane] **View**.

To Do This	Do This
Collapse a pane	• Click the title bar of the pane. • Choose **Window > Toggle** [pane] **View**.
Resize a pane	Position your mouse on the border between panes so that you see the up-and-down arrows, then drag.
Resize the columns in a pane	Position your mouse between column headings and drag.
Resize the console	Drag its bottom right corner.

Working With Items Listed in Panes

Panes list people or communications.

To Do This	Do This
See more information about an item	Hover your mouse pointer over the item.
• See and choose options for an item in any pane • Perform an action on an item	• Click the item to select it, then choose an option from the menu bar. • Control-click the item and choose an option from the menu that appears.
Select multiple names in the Recent Communications and Search panes	• Shift-click each name to select. • To select all names in the list, press Command-A.
Work with individual Contacts	See the "Working With Contacts" section on page 7-2.

To Do This	Do This
Work with Recent Communications	See the "Working With the Recent Communications List and Its Entries" section on page 8-2.
Work with Search results	See the "Working With Search Results" section on page 7-4.

Getting Documentation

The following documentation is available for this product:

Quick Start Guide

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Online Help

From any menu bar in Cisco Unified Personal Communicator, choose **Help > CiscoUPC Help**. In the web conferencing window, click the Help menu.

Updated Documentation (PDF)

The most current version of this documentation is available as a PDF file at:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Other Useful Documentation

Documentation for Cisco Unified MeetingPlace Express:

http://www.cisco.com/application/pdf/en/us/guest/products/ps6533/c1626/ccmigration_09186a00806c511e.pdf.

Documentation for your Cisco desk phone:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Uninstalling

Procedure

Step 1 Quit Cisco Unified Personal Communicator.

Step 2 Move the following items to the trash:

This Item	In this Folder
The **Cisco Unified Personal Communicator-K9** application	<Your hard disk>/Applications/
CiscoUPC_Dialer.bundle	<Your hard disk>/Library/Address Book Plug-Ins/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Caches/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Preferences/
com.cisco.UnifiedClient.plist file (If it exists)	<Your hard disk>/Users/<your user name>/Library/Preferences/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Logs/
Cisco Unified Personal Communicator-K9.crash.log file (If it exists)	<Your hard disk>/Users/<your user name>/Library/Logs/CrashReporter/

Step 3 Empty the trash.

Having Conversations

This section includes the following topics:

- About Conversations, page 2-1
- Starting Conversations, page 2-2
- Responding to Incoming Calls, page 2-8
- Working With Conversations In Progress, page 2-9

About Conversations

You can have conversations using the following media:

Medium	For More Information, See
Audio	Starting Audio Conversations, page 2-2
Video	Chapter 3, "Using Video"
Web conferencing	Chapter 4, "Using Web Conferencing"

You can simultaneously have:

- One active conversation.

- Multiple conversations on hold.
- Multiple people in one conversation (a conference call.) See Chapter 5, "Hosting Conference Calls."

Starting Conversations

You can start audio and audio-and-video conversations.

Related Topics

Starting Audio Conversations

Depending on your situation, choose a method:

Note   You can also always make calls using your desk phone.

Related Topics

Starting Conversations With People Listed in the Console

If the person to call appears on any list in your console, use one of the methods in this section.

If the person is not listed in your console, see the following topics:

To Dial This Number	To Call a Person in This List	Do This
For named entries in a list: • The preferred phone number of a person, if the person has specified one. • Otherwise, the primary phone number for the person, as listed in the source directory. For phone number entries in Recent Communications: • The phone number of the original communication.	Any list in the console	• Double-click a name (except in the Recent Communications list). (This method initiates a phone call only if your preferred contact method is set to Phone or Video. See the "Specifying Your Preferred Contact Method and Contact Information" section on page 9-7.) • Click a name or entry in the list, then click the **Place a Call** button at the bottom of the console. • Control-click a name or entry and choose **Place Audio Call**. • Click a name or entry in the list, then choose **Contacts > Place Audio Call**.

To Dial This Number	To Call a Person in This List	Do This

An alternate number listed in the Contact Details for the person.	• Contacts or Search panes
	
	• Recent Communications, if the entry is a name (not a phone number).
		1. Do one of the following:
		
		  – Control-click a name and choose **Get Info**.
		
		  – Click a name, then choose **File > Get Info**.
		
		2. If necessary: Click the arrow beside **Additional Details** to view additional contact information for that person.
		
		3. Click the button beside the number to dial.

Related Topics

Determining Callee Reachability

You can view the reachability status of people in your Contacts list in order to determine the best time or method to reach them.

Note   You can initiate communication with other people regardless of their reachability status.

The reachability icon beside the name of a person in the contact list tells you the availability of the person. Alternately, you can view their Contact Details.

Table 2-1   ***Reachability Icons***

Reachability Status	Symbol	Description
Available		The person is logged in to Cisco Unified Personal Communicator and has recently been using his or her computer or phone. Or the person has set the status to Available.
Busy		The person is on the phone or has set the status to Busy.
Idle		The person is logged in to Cisco Unified Personal Communicator. However, the person has not used the computer for the length of time specified in Preferences for this status to appear.
Away		The person is logged in to Cisco Unified Personal Communicator. However, the person has not used his or her phone or computer for the length of time the person has specified in Preferences for this status to appear. Or the person has set the status to Away.
Offline		The person is not logged in to Cisco Unified Personal Communicator.
Unknown		Reachability status is not available, because the system is unable to determine the status of the person.

Related Topics

- Specifying Your Reachability Status, page 9-9

Identifying Preferred Contact Methods

Every person in your corporate directory has a preferred contact method. Each person can also specify a phone number or e-mail address by which they want to be contacted.

To identify the preferred contact method of other users, use one of the following methods:

- Rest your pointer over a name in the console.
- Look at the icon to the right of the name in the Contacts list. Icons are explained in the following table:

Icon	Preferred Contact Method
	Phone
	Video
	E-mail

Related Topics

- Specifying Your Preferred Contact Method and Contact Information, page 9-7

Starting Conversations With People Who Are Not on a List

If people you want to call are not in a list in your console and you cannot find them via Search (see the "Searching for Contacts" section on page 7-3), you can use the dial pad to call them.

Procedure

Step 1   Do one of the following:

- In the console, click the **Open Dialer** button.

- Choose **File > Toggle New Call Dialer**.

Step 2   (Optional) If all panes in the console are minimized, maximize one pane to view the entire dialer.

Step 3   Enter the phone number using one of these methods:

- Enter the number.

- Click the numbers on the dial pad.

- Copy and paste the number into the dial pad.

- In the dial pad, click the arrow, then choose a number from the list of recent calls.

Dial exactly as you would when dialing from your desk phone. For example, you may need to dial a 9 before you call someone outside your company.

You can enter numbers, letters, and the following characters: **- + ( ) . # * "** .

Step 4   Press the <Enter> key on your keyboard, or click the telephone button in the dial pad.

Step 5   (Optional) If you need to press numbers to respond to instructions that you hear, see the "Entering Touch-Tone Responses" section on page 2-10.

Tip   To hide the dial pad, drag its edge toward the console.

Related Topics

- Working With Conversations In Progress, page 2-9

Redialing the Last Number You Called

Choose **File > Redial Most Recent Number**.

Dialing a Number in Other Applications

You can dial a number that appears as text in other applications, such as an e-mail message or document.

Procedure

Step 1	Select the number to dial.
Step 2	From the application menu, choose **Services > Dial With CiscoUPC**.

Dialing From Your Macintosh Address Book

Procedure

Step 1	Following standard Address Book procedures, click the number.
Step 2	Choose **Dial With CiscoUPC**.

Responding to Incoming Calls

You can always answer calls using your desk phone.

If Cisco Unified Personal Communicator is running on your computer when someone calls you, a pop-up notification appears at the lower left corner of your computer screen, with options for you to choose from.

To Do This	Do This
Answer a call with audio only.	• To answer using your soft phone: In the pop-up notification, click the **Answer Call** button. • To answer using your desk phone: Answer your Cisco Unified IP Phone as you normally would.

To Do This	Do This
Answer a call with audio and video	In the pop-up notification, click the **Answer With Video** button. **Note** If you do not meet the requirements in the "Before You Use Video" section on page 3-2, you can see the person who calls you but the other person cannot see your image.
Send a call to voice mail	In the pop-up notification, click the **Send to Voicemail** button. The caller is unaware that you have chosen to divert the call.
Respond to a new call when you are already on a call	• Answer the call. Any existing call is automatically put on hold. When you want to retrieve a call, see the "Putting Conversations on Hold and Retrieving Them" section on page 2-12. • Send the call to voice mail.
Answer multiple simultaneous incoming calls	• Answer each call individually. Each call that you answer automatically puts the previous call on hold. To retrieve calls on hold, see the "Putting Conversations on Hold and Retrieving Them" section on page 2-12. • Send each call to voice mail.

Working With Conversations In Progress

You can do many things during a conversation:

- Entering Touch-Tone Responses, page 2-10
- Transferring Calls, page 2-10
- Showing or Hiding the Roster of Participants, page 2-11
- Changing the Audio Volume and Video Transmission, page 2-11

- Putting Conversations on Hold and Retrieving Them, page 2-12
- Adding Video to Conversations, page 3-3
- Responding to Requests to Add Video to Conversations, page 3-4
- Removing Video from a Conversation, page 3-5
- About Web Conferencing, page 4-1
- Creating Conference Calls, page 5-1
- Ending Conversations, page 2-13

Entering Touch-Tone Responses

During a call on your soft phone, if you hear instructions to choose options or enter a number such as a password, use this procedure.

Procedure

Step 1   Do one of the following:

- Enter the numbers, then skip the rest of this procedure.
- In the active conversation window, click the **Open Dialer keypad** button.
- Make sure the conversation window is active, then choose **Conversation > Toggle Session Keypad**.

Step 2   Enter the number in one of the following ways:

- Enter the number.
- Click the numbers on the dial pad.

Transferring Calls

Use the procedure in the "Merging Calls" section on page 5-2 to create a conference call that includes yourself, the caller to be transferred, and the person to whom you want to transfer the call. After all participants are in the conversation, you can hang up and the others can continue the conversation.

Showing or Hiding the Roster of Participants

The roster lists audio and video participants in a conversation. If the participant is in your directory or contact list, the name appears. Otherwise, the phone number appears.

Procedure

Step 1   Do one of the following:

- In the active conversation window, click the **Show roster of participants** button.

- Make sure the conversation window is active, then choose **Conversation > Toggle Session Roster**.

Step 2   To perform actions on an entry in the list, control-click the entry.

Changing the Audio Volume and Video Transmission

When the Active Phone is Desk Phone

See the documentation that came with your phone.

When the Active Phone is Soft Phone

To Do This	Do This
Mute your audio so that participants cannot hear you	• Make sure the conversation window is active, then choose **Conversation > Mute Microphone.** • In the active conversation window: Click the **Mute Audio** button. When you are muted, the mute button is blue. If you mute a call, then put it on hold, then retrieve the call from hold, your audio will no longer be muted.

To Do This	Do This
Change the conversation volume	In the active conversation window: • Drag the volume slider
Freeze (pause) the video image of you that other participants see	• Make sure the conversation window is active, then choose **Conversation > Pause Video**. • In the active conversation window: Click the **Pause Vide**o button. Your view of yourself, if visible, does not freeze. If you pause your video, then put the call on hold, then retrieve the call from hold, your video will no longer be paused.

Putting Conversations on Hold and Retrieving Them

To Do This	Do This	Notes
Put a conversation on hold	• In the active conversation window, click the **Hold** button. • Make sure the conversation window is active, then choose **Conversation > Hold Call**.	You can be in only one active conversation at a time. Multiple web-conferencing windows can remain active.
Retrieve a call that is on hold	• In the held conversation window, click the **Hold** button. • Make sure the conversation window is active, then choose **Conversation > Hold Call**.	When you retrieve a conversation from hold, any other active conversation is automatically put on hold.

Related Topics

- Creating Conference Calls, page 5-1

Ending Conversations

✎

Note   If you want to end a call on hold, retrieve the call first, then end it. If you end the call without retrieving the call first, the other person remains on hold after you hang up.

Use one of the following methods to end a two-person conversation:

- If you are using a desk phone, hang up the receiver.
- Click the (x) button in the conversation window.
- Close the conversation window using the standard operating system controls in the title bar.
- Make sure the conversation window is active, then choose **Conversation > End Call**.

✎

Note   If you are in a conference call and you hang up, the other participants in the conference can continue their conversation.

Closing Conversation Windows

To specify preferences related to closing conversation windows:

Choose **CiscoUPC > Preferences**, click **Profile**, then choose options:

- **Close conversation window on disconnect**
- **Warn before closing active conversation window**

Using Video

Topics about video include:

- Setting Up Your Camera, page 1-4
- About Video Conversations, page 3-1
- Before You Use Video, page 3-2
- Previewing Your Video Image, page 3-2
- Starting Video Conversations, page 3-3
- Adding Video to Conversations, page 3-3
- Responding to Requests to Add Video to Conversations, page 3-4
- Working With Video Conversations In Progress, page 3-4
- Removing Video from a Conversation, page 3-5

About Video Conversations

The following information applies to video conversations:

- You can use video during two-party calls, but not during conference calls.
- To view incoming video, you do not need a camera.
- If you use video, people who do not have a video camera may see your image, even though you cannot see them.
- Caller and callee can each decide whether to use video, or to use audio only.
- Requirements apply. See the "Before You Use Video" section on page 3-2.

You can view video images in conversations with any of the following users:

- People who use Cisco Unified Personal Communicator and are set up to use video

- People who use Cisco Unified Video Advantage 2.0

- People who use Cisco Unified IP Phone model 7985

Before You Use Video

In order to transmit your video image:

- You must be set up to use video. See the "Setting Up Your Camera" section on page 1-4.

- Your camera must be plugged in.

- Your active phone must be your soft phone.

- If you are adding video to a call, the active call must not be a conference call.

- You should verify that your video camera is operating correctly. See the "Previewing Your Video Image" section on page 3-2.

Related Topics

- About Video Conversations, page 3-1

Previewing Your Video Image

To see your video image:

- Choose **Window > Show Camera Preview**.

If you do not see your image, see the "Problems with Video" section on page 10-6.

Related Topics

- Working With Video Conversations In Progress, page 3-4

Starting Video Conversations

For general information about video conversations, see the "About Video Conversations" section on page 3-1.

Procedure

Step 1   Make sure you are ready to use video. See the "Before You Use Video" section on page 3-2.

Step 2   Perform one of the following procedures:

From	Do This
Any list in the console	• Click a name or entry, then: – Click the **Place a Video Call** button at the bottom of the console. – Choose **Contacts > Place Video Call**. • Control-click a name and choose **Place Video Call**. • Start an audio call using any procedure in the "Starting Audio Conversations" section on page 2-2, then add video using the procedure in the "Adding Video to Conversations" section on page 3-3.

Adding Video to Conversations

For general information about video conversations, see the "About Video Conversations" section on page 3-1.

Procedure

Step 1	Make sure you are ready to use video. See the "Before You Use Video" section on page 3-2.

Step 2   In the active conversation window:

- Click the Actions button, then choose **Add/Remove Video**.

Or make sure the conversation window is active, then choose **Conversation > Add/Remove Video**.

Responding to Requests to Add Video to Conversations

During a conversation, if the other person on the call adds video, buttons will appear in the conversation window. You can choose whether to add video:

To Do This	Click This Button
View the video image of the other person and let the other person view your image.	**Accept Two-Way Video**
View the video image of the other person but not let the other person view your image.	**Receive Video Only**
Not add video to the conversation. (You might choose this option if you are accessing the network remotely using a slow connection.)	**Continue with Audio Only**

Working With Video Conversations In Progress

Information about audio conversations in progress applies also to video calls. See the "Working With Conversations In Progress" section on page 2-9.

By default, your image appears as a picture-in-picture inside the larger window that shows the image of the other person.

A pulsating video icon in the conversation window indicates that your video image is being transmitted.

To Do This	Do This
Move your own image to a different corner of the window.	Click and drag the picture-in-picture to the location you want it. It will snap to a corner.
Make your picture-in-picture image smaller or larger.	Control-click your image and choose a size.
View your image in a separate window.	Control-click the image and choose **Detach Preview**.
Move your separate image back to the picture-in-picture window	Click the (x) in the title bar of your separate image to close the window.

Removing Video from a Conversation

If you are in an audio-and-video conversation, you can return the conversation to audio-only without ending the conversation.

Use one of the following methods:

- Make sure the conversation window is active, then choose **Conversation > Add/Remove Video.**

- In the active conversation window, click the **Action** button and choose **Add/Remove Video**.

Removing Video from a Conversation

C H A P T E R   **4**

Using Web Conferencing

Web conferencing topics include:

About Web Conferencing

If your company offers web conferencing, you can add it to your conversations.

Web conferencing lets you display documents and applications on your computer for other participants to see. All participants can draw or write on a transparent overlay over the content you share, leaving your originals intact.

If you are familiar with Cisco Unified MeetingPlace Express web meetings, see the "Comparison with Cisco Unified MeetingPlace Express Web Meetings" section on page 4-4.

Adding Web Conferencing to Conversations

Procedure

Step 1   Make sure you are set up to use web conferencing. See the "Setting Up Voice Mail and Web Conferencing" section on page 9-2.

Step 2   In the active conversation window, do one of the following:

- Click the Action button, then choose **Start/Stop Web Conferencing**.

- Make sure the conversation window is active, then choose **Conversation > Start Web Conferencing.**

Step 3   A web conferencing window will open on the screen of all conversation participants who are using Cisco Unified Personal Communicator.

Step 4   If you see a window asking if you can close the window, click **Yes**. This closes an unneeded auxiliary window.

Step 5   If some participants in the conversation are not using Cisco Unified Personal Communicator, see the "Adding Participants to Web Conferencing Sessions" section on page 4-2.

Step 6   If additional participants join the conversation and they do not see the web conference, use the procedure in Step 5 to allow them to join the web conference.

Step 7   For more information about web conferencing, see the table in the "Working With Web Conferencing Sessions In Progress" section on page 4-3.

Adding Participants to Web Conferencing Sessions

Participants in the conversation who are using Cisco Unified Personal Communicator join the web conference automatically.

If some participants in the conversation are not using Cisco Unified Personal Communicator, you must perform the following procedure in order for those participants to join the web conference.

Procedure

Step 1	In the active conversation window, click the **E-mail Invite** button.
Step 2	Add the e-mail addresses of the participants who need to join the web conference.
Step 3	Send the e-mail.
Step 4	Recipients must click the link in the e-mail message.

Working With Web Conferencing Sessions In Progress

To Do This	Do This
Get help with web conferencing	During the conference: From the menu bar at the top of the web conferencing window, choose **Help > Cisco Unified MeetingPlace Express Help**.
	Anytime: See the "Getting Documentation" section on page 1-11.
	Note The term "share-only web meeting" in that documentation is equivalent to "web conferencing" in this document.
Allow additional people to join the web conference	See the "Adding Participants to Web Conferencing Sessions" section on page 4-2.
Reopen the web conferencing window of a session in progress if you have closed the browser window.	In the active conversation window, click the **Rejoin Conference** button.

To Do This	Do This
End a web-conferencing session	In the active conversation window, click the **End Conference** button. Only the person who added web conferencing can do this.

Comparison with Cisco Unified MeetingPlace Express Web Meetings

Note Information in this section is useful only to people who are familiar with Cisco Unified MeetingPlace Express.

Web conferences that you add to Cisco Unified Personal Communicator conversations include a subset of the functionality that is available in web meetings that you initiate from Cisco Unified MeetingPlace Express.

Web conferences that you add to Cisco Unified Personal Communicator conversations always have the following characteristics:

- Only sharing and annotating features and connection- and screen-management functions are available.

- No Cisco Unified MeetingPlace Express password or profile is required to participate, but you may need a profile in order to add web conferencing.

- People can join these web conferences only via a Cisco Unified Personal Communicator conversation or a URL from the conversation. People cannot find or join these web conferences via the Cisco Unified MeetingPlace Express web pages or service on Cisco Unified IP Phones.

- All participants in the conference, including the initiator of the web conference, have Presenter privileges.

- There are no meeting notifications for these conferences.

- Your Cisco Unified MeetingPlace Express profile settings do not apply to web conferences that you add via Cisco Unified Personal Communicator.

- You do not need to schedule these conferences in advance.
- You cannot change the display language of the web conference.

If you require full Cisco Unified MeetingPlace Express conferencing functionality, and you have a profile in that application, consider starting your conference from Cisco Unified MeetingPlace Express instead of Cisco Unified Personal Communicator.

For more information, see the online Help in Cisco Unified MeetingPlace Express, or the documentation listed for that product in the "Getting Documentation" section on page 1-11.

Comparison with Cisco Unified MeetingPlace Express Web Meetings

Hosting Conference Calls

You can create conference calls by merging conversations.

Creating Conference Calls

You create conference calls by merging multiple conversations: Call two people and merge the conversations, then call (or answer a call from) another person and merge that person into the call, then repeat for each additional person until all participants are in a single conference call.

About Merging Calls

You can merge conversations to bring multiple callers into a single conversation.

You can merge the following:

- Two conversations
- A conversation and a conference
- Multiple conversations sequentially into a single conference.

Note
- The Merge button is active only when more than one conversation is in progress, and only in the conversation window of the active conversation.

- Video conversations become audio-only after merging.

- When you merge a conversation that includes web conferencing, make sure the conversation with web conferencing is NOT the active conversation when you merge the conversations.

- If you merge two conversations and subsequently hang up, the other participants can continue the conference call.

Merging Calls

Procedure

Step 1   Choose the conversation that you want to keep, and put it on hold. For example, if one conversation includes web conferencing or multiple participants, put that conversation on hold.

Step 2   Make the other conversation active.

Step 3   Merge the conversations using one of the following methods:

- In the active conversation window, click the **Merge** button.

- Choose **Conversation > Merge.**

Step 4   Choose the person with whose conversation you want to merge.

The conversation that was on hold becomes the active conversation; all participants are in it.

Working With Conference Calls In Progress

Information about conversations applies also to conference calls. See the "Working With Conversations In Progress" section on page 2-9.

6

Sending E-Mail Messages

Use the procedures in the following table to open a blank e-mail message addressed to the preferred e-mail address of the selected person.

To Send E-Mail From	Do This
Any pane in the console	• Double-click a name (except in the Recent Communications pane). (This method opens an e-mail message only if you have specified e-mail as your preferred contact method.) • Select a contact (or multiple contacts, except in the Contacts pane), then click the **Send e-mail** button. • Select a contact (or multiple contacts, except in the Contacts pane). Then, choose **Contacts > Send E-mail**. • Control-click a name and choose **Send E-mail**.
The roster of a conversation in progress	Control-click a name and choose **Send e-mail**.
A communication details window	• Click the **Send E-mail** button. • Choose **Contacts > Send E-mail**.

Managing Contacts

The following topics describe how to manage your contact list:

- About the Contact List, page 7-1
- Working With Contacts, page 7-2
- Working with Groups of Contacts, page 7-5

About the Contact List

You can add up to 100 names to your personal contact list, from the following sources:

- Other users of Cisco Unified Personal Communicator. These may be all or some of the people in your corporate directory.
- If you use Cisco IP Phone Messenger on your Cisco Unified IP Phone, your buddy list from that application.

  If you add contacts to either application, they also appear in the other application.

Only you can see the contacts in your contact list, and you can see your contact list when you log in from any computer.

Other applications on your computer or on the network cannot access information from this contact list.

Related Topics

- Working With Contacts, page 7-2

- Changing the View of the Console and Its Panes, page 1-9
- Identifying Preferred Contact Methods, page 2-6

Working With Contacts

You can perform the following actions related to individual contacts:

To Do This	Do This
Add contacts	See the "Adding Contacts to Groups" section on page 7-6.
Search for contacts	See the "Searching for Contacts" section on page 7-3.
Determine the reachability of a contact	See the "Determining Callee Reachability" section on page 2-4.
Determine the preferred contact method of a contact	See the "Identifying Preferred Contact Methods" section on page 2-6.
View more information about a contact in the list	• Hover your mouse pointer over an entry in any list in the console. • Perform one of the actions in the "Accessing Contact Details" section on page 7-4.

To Do This	Do This
Modify contact information	To add a nickname: • Click the contact in the contact list; then choose **Contacts > Edit Nickname**. • Control-click a contact in the list, then choose **Edit Nickname**. To remove a nickname, follow one of the steps to add a nickname, then: • Click **Clear**.
Delete contacts	See the "Deleting Contacts from the Contact List" section on page 7-5.

Searching for Contacts

You can search your corporate directory for a contact that matches your criteria.

Procedure

Step 1   Enter your search criteria in the field in the search pane.

Enter part or all of a full name, first name, last name, nickname, user ID, or phone number.

Searches are not case-sensitive, and the letters you enter can appear in any position in the name. For example, if you search for "and", you find "*And*erson" and "Cass*and*ra". Username is often the part of the e-mail address that precedes the "@" sign.

Step 2   Press the <Enter> key.

Step 3   (Optional) To stop the search, click the (x) button.

Step 4   To work with the results you found, see the "Working With Search Results" section on page 7-4.

Working With Search Results

To Do This	Do This
Sort the list of found results	Click a column heading in the Search pane. Click again to reverse the sort order.
Change the view of the pane	See the "Changing the View of the Console and Its Panes" section on page 1-9
Clear the list of Search results	Click the (x) button in the Search field or delete the text you entered.
See and use more options for Search results	See the "Working With Items Listed in Panes" section on page 1-10

Accessing Contact Details

All information in the Contact Details window except the nickname comes from the corporate directory. To change a contact's nickname, see the table in the "Working With Contacts" section on page 7-2.

From Here	Do This
Any pane in the console	Contacts and Search panes: • Control-click a name > **Get Info**. • Click a name, then choose **File > Get Info**. In the Recent Communications pane, contact details are available only for named entries. Control-click and choose **Get Contact Info**.
The roster of an active conversation	Control-click a name in the list > **Get Info**.

Deleting Contacts from the Contact List

> **Note**   If a contact appears more than once in your console, you must delete each instance separately.

To delete contacts, use any of the following methods:

- Control-click a contact > **Delete Contact**.

- Click an entry to select it. Then choose **Edit > Delete**.

> **Note**
> - To delete a group and all of its contacts, see the "Deleting Groups" section on page 7-7.
>
> - To delete Recent Communications entries, see the table in the "Working With the Recent Communications List and Its Entries" section on page 8-2.
>
> - You cannot delete entries in the Search pane. To clear the list, see the "Working With Search Results" section on page 7-4.

Working with Groups of Contacts

You can create groups to organize your contacts.

To Do This	Do This
Create a group	• Control-click a group name > **New Group**. • Choose **Contacts > New Group**
Add contacts to a group	See the "Adding Contacts to Groups" section on page 7-6.

To Do This	Do This
Rename a group You cannot rename the **General** group.	• Control-click a group name > **Rename Group**. • Choose **Contacts > Rename Group** > [choose a group to rename].
Hide the contacts in a group	Click the group name.
Show the contacts in a group	Click the group name.
Delete a group	See the "Deleting Groups" section on page 7-7.

Adding Contacts to Groups

The contact that you want to add must already exist in your corporate directory.

You can add a contact to one or more groups.

Procedure

Step 1   If the group does not yet exist, create it. For instructions, see the table in the "Working with Groups of Contacts" section on page 7-5.

Step 2   Do one of the following:

To Add a Contact From	Do This
The Contacts pane	• Control-click a contact and choose **Move Contact To** or **Copy Contact To**, then choose a group. • Select a contact and choose **Contacts > Add Contact To >** [group name].

To Add a Contact From	Do This
The Recent Communications or Search panes	• Select a contact or contacts. Then choose **Contacts > Add Contact To >** [group name]. • Control-click a contact and choose **Add Contact To**, then choose a group.
The roster	Right-click a name and choose **Add Contact To**, then choose the name of group.

Deleting Groups

When you delete a group, contacts in the group are also deleted. However, if the contact belongs to multiple groups, only the one instance is deleted.

You cannot delete the **General** group.

To delete groups, use any of the following methods:

• Control-click a group name > **Delete Group**.

• Choose **Contacts > Delete Group >** [choose a group to delete].

Related Topics

• Deleting Contacts from the Contact List, page 7-5

■ **Working with Groups of Contacts**

Working With Recent Communications

Recent Communications topics include:

- About Recent Communications, page 8-1
- Working With the Recent Communications List and Its Entries, page 8-2
- Accessing Voice Mail, page 8-4

About Recent Communications

Your call history appears in the Recent Communications pane, so you can easily see and return calls and listen to voice mail.

The Recent Communication pane lists all voice-mail messages you have received, and up to 50 received, initiated, or missed calls.

New voice-mail messages appear in the list within one minute.

Unread communications appear in **bold** text. Icons for unread communications may also appear in color.

Calls that you make or receive while using your Cisco Unified IP Phone only appear in the Recent Communications list if Cisco Unified Personal Communicator is running. Calls that you make using your desk phone appear only if you have set the active phone to Desk Phone. Voice mail appears regardless.

If you log on from different computers, only the communications that occur while you are logged into a particular computer appear in the recent communications list on that computer.

Working With the Recent Communications List and Its Entries

To Do This	Do This
Identify the communication type of an entry	The first column in the Recent Communications pane shows the type of communication. To identify the icons, see the "About Recent Communications Items" section on page 8-3.
• Show only one type of communication • View all recent communications	• From the pop-up menu in the **Recent** pane, choose an option. • Choose **Recent > Display** and choose an option.
Sort the list	Click any column heading to sort by that heading. Click again to reverse the sort order.
View details about an entry	• Hover your mouse pointer over an entry. • Choose **File > Get Info**. • Control-click an entry in the Recent Communications list and choose **Get Info**.
Mark entries unread	• Control-click an entry and choose **Mark Recent Item Unread**. • Click an entry and choose **Recent > Mark Item as Unread**. • View details about the entry. Then choose **Actions > Mark Unread**.
Add an entry to your Contacts list	See the "Adding Contacts to Groups" section on page 7-6.

To Do This	Do This
Delete entries	To mark an entry for deletion:
	• Control-click an entry and choose **Delete Recent Item**.
	• Click an entry and choose **Recent > Delete item** or **Edit > Delete**.
	• View details about an entry. Then click the Action menu and choose **Delete**.
	• Select an entry and press the **Delete** key on your keyboard.
	To permanently delete all entries marked for deletion:
	Choose **Recent > Purge Deleted Items**.
	Note When you delete voice mail using your desk phone, you must separately delete the same voice mail from Cisco Unified Personal Communicator.
Undelete entries	• Control-click an entry that is marked for deletion and choose **Undelete Recent Item**.
	• Click an entry and choose **Recent > Undelete Item**.
	• View details about the entry. Then click the Action menu and choose **Undelete**.
Work with the Recent Communications list	See the "Working With Items Listed in Panes" section on page 1-10.
Change the view of the pane	See the "Changing the View of the Console and Its Panes" section on page 1-9.

About Recent Communications Items

The following information describes the items listed in the Recent Communications pane.

• Items that are deleted but not yet purged appear in strikethrough text.

- Items in bold are unread.

Icon	Communication Type
	Voice-mail message Unread instances are in color.
	Missed call Unread instances are in color.
	Answered incoming call
	Outgoing call

Accessing Voice Mail

You can receive and listen to voice-mail messages in
Cisco Unified Personal Communicator.

To Do This	Do This
Set up voice mail access via Cisco Unified Personal Communicator	See the "Setting Up Voice Mail and Web Conferencing" section on page 9-2.

To Do This	Do This
Listen to voice mail • Rewind to beginning • Fast-play reverse • Play • Pause • Fast-play forward • Seek (Rewind to a specific point in the message) • Change playback volume	In the Recent Communications list: • Double-click a voice-mail entry. • Control-click a voice-mail entry **> Play Voice Mail**. • Click a voice-mail entry in the list, then choose **Recent > Play Voice Mail**. In the window: • Click the appropriate button, or slide the appropriate slider. The larger slider is the Seek slider.
Perform other actions	See the "Working With the Recent Communications List and Its Entries" section on page 8-2.

About Your Preferences and Status

Preferences and status topics include:

- Viewing Your Current Status, page 9-1
- Specifying Preferences, page 9-2

Viewing Your Current Status

To View This	Do This
The status of your connection	Look at the bottom of the console.
Your reachability status	• Choose **Contacts > Show My Info**. • To have a constant view of your status: Add yourself to your contacts list. See the "Adding Contacts to Groups" section on page 7-6. Status icon descriptions are in the "Determining Callee Reachability" section on page 2-4.
Your contact information	Choose **Contacts > Show My Info**.
Your video image	See the "Previewing Your Video Image" section on page 3-2.

Specifying Preferences

Setting Up Voice Mail and Web Conferencing

Use the procedures referenced in this section if:

- You have just logged in to Cisco Unified Personal Communicator for the first time.
- Your system administrator tells you to set up Cisco Unified Personal Communicator to use voice mail or web conferencing.
- Your voice-mail or web-conferencing passwords change and you need to update the passwords in Cisco Unified Personal Communicator to match.

Procedures

Setting Up Voice Mail

Use this procedure if you want to access voice mail via Cisco Unified Personal Communicator.

Procedure

Step 1   From your system administrator, obtain the username and password that you must enter into Cisco Unified Personal Communicator in order to use voice mail.

Step 2   Choose **CiscoUPC > Preferences**.

Step 3   Click **Accounts**.

Step 4   Click **Account Information**.

Step 5   In the list on the left side of the window, click **Unity Voicemail**.

Step 6   Enter your login information for voice-mail access. If your system administrator gave you two passwords, use the Cisco Unity Assistant (web) password.

Step 7   Click **Save**.

Related Topics

Setting Up Web Conferencing

Note   Anyone can *participate* in web conferencing. Your system administrator will tell you if you need to follow this procedure in order to *add* web conferencing to a conversation.

Procedure

Step 1   From your system administrator, obtain the username and password that you must enter into Cisco Unified Personal Communicator in order to use web conferencing.

Step 2   Choose **CiscoUPC > Preferences.**

Step 3   Click **Accounts**.

Step 4   Click **Account Information**.

Step 5   In the list on the left side of the window, click **MeetingPlace Express**.

Step 6   Enter your login information for web conferencing.

Step 7   Click **Save**.

Related Topics

Setting Up Automatic Login and Password Entry

These settings apply only on the computer on which you set them.

Before Logging In

Procedure

Step 1   Launch the application

Step 2   Enter your username and password.

Step 3   Check one or both check boxes:

- **Remember password in Keychain**

- **Automatically log in as**: [user name]

    You must check both check boxes to log in automatically.

Step 4   Click **Login**.

After Logging In

Procedure

Step 1   Choose **CiscoUPC > Preferences**, then click **Profile**

Step 2   Check one or both check boxes:

- **Remember the password for this profile**

- **Automatically log in using this profile.**

  In order to log in automatically, you must also check **Remember the password for this profile**.

Related Topics

- Canceling Automatic Log In and Password Entry, page 9-5

Canceling Automatic Log In and Password Entry

You can cancel the settings described in the "Setting Up Automatic Login and Password Entry" section on page 9-4.

Procedure

Step 1   Choose **CiscoUPC > Preferences.**

Step 2   Click **Profile**.

Step 3   In the **Log In** section, uncheck the appropriate check box or boxes.

Choosing the Active Phone

Cisco Unified Personal Communicator can work with a Cisco Unified IP Phone such as the one on your desk, or work independently as a soft phone. A soft phone is a software application that lets you use your computer as a telephone.

You can change the active phone at any time, except during a call.

If your soft phone is the active phone, you can use your desk phone, but calls you make using your desk phone do not appear in the Recent Communications list.

Procedure

Step 1   To change the active phone, do one of the following:

- Choose **CiscoUPC > Preferences**. Then click **Profile** and choose a **Phone Mode** option.

- From the pop-up menu near the top of the console, choose a phone option.

> **Note**   If you want to use video, choose **Soft Phone**.

Step 2   If you chose **Desk Phone**, see the "Choosing the Associated Desk Phone" section on page 9-6.

Choosing the Associated Desk Phone

If your system administrator has enabled this feature, you may be able to associate Cisco Unified Personal Communicator with one of several desk phones. For example, you may be able to temporarily use a phone in a conference room as if it were the phone on your own desk.

By default, the Cisco Unified IP Phone on your desk is the associated desk phone.

Procedure

Step 1   Using the method described in the User Guide for your Cisco IP Phone, log in to the phone that you want to associate with Cisco Unified Personal Communicator.

Step 2   Make sure your active phone is **Desk Phone**.

Step 3   Do one of the following:

- From the Phone Mode drop-down list near the top of the console, choose **Choose Desk Phone**.

- Choose **CiscoUPC > Preferences**. Then click **Profile**. Then, for the **Phone Mode** option, choose **Choose Desk Phone**.

Step 4   Click a phone in the list to select it. Use the information in the table to help you identify the phones in the list:

Column Number	Column Name	Description
1	Device status	The currently associated desk phone is identified by a green bubble with a check mark. Tip: To identify a phone, take the phone off the hook; if a device status in the list changes to blue with a dot in the center, you have identified the phone.
2	Device type	Hover your mouse pointer over the icon to identify the model of the phone.
3	Name	To identify a phone for future reference, double-click the name and enter a name of your choice.
4	Device Name	Number printed on the MAC label on the bottom of the phone.
5	Lines	Phone numbers (extensions) available via this phone.

Note   To choose the phone on your own desk after you have changed it, click **Restore Default**.

Step 5   Click **OK**.

Related Topics

- Choosing the Active Phone, page 9-5

Specifying Your Preferred Contact Method and Contact Information

Your preferred contact method specifies two things:

- The default contact method that Cisco Unified Personal Communicator uses when you contact people.

For example, if your preferred contact method is **Phone** then when you double-click a contact name, Cisco Unified Personal Communicator will phone that person. If you choose **E-mail**, Cisco Unified Personal Communicator will open a blank e-mail message addressed to the person.

- The contact method and phone number or e-mail address that you want other people to use to contact you.

  To learn how this information is used, see the "Identifying Preferred Contact Methods" section on page 2-6.

Specifying the Method, Phone Number, and E-mail Address

Procedure

Step 1   Choose **CiscoUPC > Preferences**.

Step 2   Click **Profile**.

Step 3   For **Preferred Contact**, choose an option.

Step 4   For **Preferred phone** and **Preferred e-mail**, add the preferred contact number or address:

   a.   Click the pop-up menu and choose **Add/Remove...**

   b.   Enter the contact information in **New**, click **Add**, then click **Done**.

Step 5   Choose your preferred phone number and e-mail address from the pop-up menus in Step 4.

By default, the system uses information from your corporate directory.

Specifying Only the Method

Click the Preferred Contact icon near the top of the console and choose an option.

Specifying Your Reachability Status

Your reachability status automatically changes based on when you use your computer or your phone, unless you choose a reachability status to display. If you set your status, this setting reverts to Automatic each time you log in to Cisco Unified Personal Communicator.

Reachability statuses are described in the "Determining Callee Reachability" section on page 2-4.

Procedure

Step 1   Perform the following:

- Near the top of the console, click the selection that is currently showing.

Step 2   Choose an option:

Option	Details
Automatically change status for activity If there is no check mark beside the option, select the option.	Cisco Unified Personal Communicator will display your status according to the descriptions in the table in the "Determining Callee Reachability" section on page 2-4. To specify the conditions under which your status shows as Idle or Away, see the "Specifying When Your Reachability Status Changes Automatically" section on page 9-10.
Available	The option you choose shows until you change it or quit Cisco Unified Personal Communicator.
Busy	
Away	

Step 3   (Optional) Specify a custom status message. See the "Specifying Your Custom Status Message" section on page 9-11.

Specifying When Your Reachability Status Changes Automatically

When your reachability status is set to Automatic, you should specify the conditions under which you appear to other users of Cisco Unified Personal Communicator as Available, Busy, Idle, or Away.

These settings apply whenever you are logged in to Cisco Unified Personal Communicator. They remain until you change them; you do not need to set them each time you log in.

Procedure

Step 1   Choose **CiscoUPC > Preferences**.

Step 2   Click **Reachability**.

To Do This	Do This
Always appear to other users as Available or Busy	Uncheck both check boxes in the window.
Never appear to other users as Idle	Uncheck **To Idle when I have not used the computer for: ___minutes**
Never appear to other users as Away	Uncheck **To Away when I have not used the computer for: ___minutes**

To Do This	Do This
Let your status reflect your activity, so that other users see your status as Available, Busy, Idle, or Away.	Do all of the following: • Check both check boxes. • Specify the number of minutes that your phone or keyboard remains idle before your status changes to Idle and to Away. The number of minutes that you specify for Idle must be less than the number of minutes you specify for Away.

Related Topics

Specifying Your Custom Status Message

You can enter a custom status message that users see when they do the following:

• Hover their mouse pointer over your name in their contact list or Recent Communications.

• Look at your contact card (the message appears below your name.)

You can create and store multiple status messages from which to choose:

Creating Custom Status Messages

Step 1   Click the Reachability pop-up menu near the top of the console and choose **Edit Status Menu...**.

Step 2   Click the [+] button below the category of message you want to add (Available, Busy, or Away).

Step 3   Enter your custom status message, then press the <Enter> key.

Step 4   Click **Done**.

Step 5   (Optional) Choose the message to display.

Choosing a Message to Display

After you have created and saved a custom status message, you can choose it at any time:

Click the Reachability pop-up menu near the top of the console and choose a custom status message.

> **Note**   If there is a check mark beside **Automatically change status for activity**, and your reachability status changes, your message does not change. For more information about automatic status change, see the "Specifying Your Reachability Status" section on page 9-9.

Modifying Custom Status Messages

Step 1   Click the Reachability pop-up menu near the top of the console and choose **Edit Status Menu**.

Step 2   Double-click a message to change.

Step 3   Enter your new message.

Step 4   Click **Done**.

Deleting Custom Status Messages

Step 1   Click the Reachability pop-up menu near the top of the console and choose **Edit Status Menu**.

Step 2   Click a message to delete.

Step 3   Click the [-] button below the message.

Step 4   Click **Done**.

Troubleshooting

The following topics can assist you with troubleshooting.

Installation Problems

Problem   When I double-click the disk image, I do not see an opportunity to install the application.

Solution   Make sure the Finder is set to display in Icon View. Choose **Finder > Preferences** and uncheck the check box to **Open new windows in column view**.

Problems Logging In and Connecting to the Network

Problem   On initial login, I see an error message.

Solution   Make sure you have entered your username, password, and login server information correctly. If you still have problems, contact your system administrator.

Problem   When I try to log in, the Login window reappears.

Solution   Respond to the error message that appears near the bottom of the Login window.

Configuration Problems

Problem   When I choose a phone, the active phone reverts to **Disabled** and I cannot make or receive calls.

Solution   Try the following:

- Choose the other phone option.
- If you are trying to choose your desk phone, make sure you are connected to the network to which your desk phone is connected.
- Contact your system administrator.

Problem   I'm trying to choose a desk phone other than the one on my desk, but the phone I want is not listed.

Solution   Not all phones are set up for extension mobility; contact your system administrator.

Problems with the Console

Problem The console is too big; it does not fit on my screen.

Solution The minimum recommended screen resolution is 1024x768.

Choose Apple menu > **System Preferences** and click **Displays**.

For more information, see the Help for your operating system.

Problem The menu item, button, or other option that I want to use is dimmed.

Solution Possible solutions include:

- You may need to click a contact or communication, then click the button.

- The option may not be available for the contact or communication that you have currently selected.

- The option may not apply in the current situation. For example, "Mark Unread" is not available if you have selected an item that is already marked Unread.

- See also Problems Making Calls, page 10-4.

Problem Columns in the console are too narrow to display all of the information.

Solution Possible solutions include:

- Hover your mouse pointer over an item in a list to view more information.

- Resize the columns. See the "Changing the View of the Console and Its Panes" section on page 1-9.

- Make the entire console larger. See the "Changing the View of the Console and Its Panes" section on page 1-9.

Problems with Reachability

Problem Reachability indicators are not appearing correctly.

Solution Make sure your firewall settings are correct. Contact your system administrator. If necessary, see the online help or documentation for your operating system.

Problems Making Calls

Problem I want to start an audio or video call or send an e-mail, but the button and menu item are dimmed.

Solution Possible solutions include:

- You must first click the name of a contact or communication in the console.

- The contact card for the contact you have selected does not have the required information. For example, phone number or e-mail address is missing.

- If you have further questions, contact your system administrator.

Problems With Incoming Calls

Problem A notification did not appear on my screen when someone called.

Solution Notifications only operate when Cisco Unified Personal Communicator is running. Make sure you launch the application each time you turn on your computer.

Problems During a Conversation

See also:

- Problems with Video, page 10-6
- Problems with Web Conferencing, page 10-7

Problem I am using my soft phone on a call and I hear no sound. However, the conversation window indicates that I am connected.

Solution Try the following:

- Look at the conversation window and make sure that the volume is not too low and that the conversation is not on hold.

- Make sure your computer is not muted or set to very low volume. To test this, see if you can hear other sounds that your computer normally makes, such as beeps when you press an incorrect key, or sounds that signal that a message has arrived.

- Verify that the sound output device (for example, headset) you are using is selected and not muted. Choose **System Preferences** > **Sound**, then click **Output** and examine the selections. If you make changes, you may need to restart the computer.

- If you are connecting via virtual private network (VPN): In the VPN application window, click the **Options** menu. The **Stateful Firewall** option should NOT have a check mark beside it. If it does, select **Stateful Firewall** to remove the check mark.

Problem   Other participants cannot hear me.

Solution   Try the following:

- Make sure any Mute button on your headset is not on.

- Look at the conversation window and make sure that your audio is not muted.

- Verify that the sound input device (for example, headset or camera) you are using is selected and not muted. Choose **System Preferences** > **Sound**, then click **Input** and examine the selections. If you make changes, you may need to restart the computer.

Problem   The buttons and controls in my conversation window are dimmed.

Solution   The call may be on hold. See the "Putting Conversations on Hold and Retrieving Them" section on page 2-12.

Problem   I am trying to merge two calls but the Merge button is dimmed.

Solution   Note the following:

- You cannot merge two conference calls. At least one call must have only one participant besides yourself. To merge multiple participants into a single call, see the "Creating Conference Calls" section on page 5-1.

- Make sure one of the calls is not on hold. If a conversation is on hold, the merge button is dimmed.

Problems with Video

Problem   The options to start a video conversation, add video to my conversation, answer a call with video, or "View local video" are dimmed.

Solution   You can use video only if your soft phone is the active phone. See the "Choosing the Active Phone" section on page 9-5. You will need to end any current conversation and start a new one with the soft phone.

Problem   The computer does not properly recognize the camera, or I cannot see my own video image.

Solution   Try the following:

- Make sure you meet the criteria in the "Before You Use Video" section on page 3-2.
- Unplug the camera and plug it in again.
- Plug the camera into a different USB port.
- Quit Cisco Unified Personal Communicator if it is running, then relaunch it.

Problem   I added video to a conversation, but the video image of the other person does not appear.

Solution   The other person may not have a video camera, or may have declined to add video to the conversation.

Problem   Video is slow or of poor quality, or does not appear.

Solution   Try the following:

- If you are running on battery power, plug in the AC adaptor.
- Click the **Help** menu and make sure there is no check mark beside **Enable Detailed Logging**. For more information, see "Enabling Detailed Logging" section on page 10-9.

Problems with Web Conferencing

Problem I cannot add web conferencing. Or, when I click the button to start a web conference, I see an error message.

Solution Possible solutions include:

- You may not have correctly specified your Cisco Unified MeetingPlace Express account information. See the "Setting Up Voice Mail and Web Conferencing" section on page 9-2. If you do not know your username and password, contact your system administrator.

- You may need to have a profile (account) in Cisco Unified MeetingPlace Express. Contact your system administrator.

Problem I have lost connection to the web conference.

Solution Click the **Rejoin Conference** button in the conversation window.

Problem Some participants in the conversation do not see the web conferencing window.

Solution Possible solutions include:

- Participants who are not using Cisco Unified Personal Communicator do not automatically see the web conferencing window. Follow the instructions in the "Adding Participants to Web Conferencing Sessions" section on page 4-2.

- The Cisco Unified MeetingPlace Express system may not have enough available resources to accommodate all participants. Contact your system administrator.

Problems in the Recent Communications Pane

Problem Recent Communications does not list calls that I know occurred.

Solution Calls that you make and receive using your desk phone while Cisco Unified Personal Communicator is not running do not appear in Recent Communications.

Problem A person in my company has called me, but the Recent Communications pane shows the phone number of the person, not the name.

Solution The person may have called from a number that the system does not recognize (for example, a home phone), or the corporate directory may be out of date.

Problems with Search

Problem Search seems to find incorrect results.

Solution The system searches several different attributes, and depending on how the administrator has configured them, can include results that you might not expect.

Capturing Information About Problems

If you experience problems, your system administrator may request log files. Use the following procedure to collect these files.

Note If you see the message **The application Cisco Unified Personal Communicator-K9 quit unexpectedly**, click **Close**. Do not send a report to Apple.

Note If you experience a problem follow these instructions immediately, before you relaunch the application.

Step 1 Collect the following files:

File	In This Folder
UnifiedClientLog.txt	<Your hard disk>/Users/<your user name>/Library/Logs/Cisco/
Cisco Unified Personal Communicator-K9.crash.log	<Your hard disk>/Users/<your user name>/Library/Logs/CrashReporter/ or <Your hard disk>/Library/Logs/CrashReporter/ (There may not be a file in either place.)

Step 2   Collect information about your computer:

   a.   Choose Apple menu > **About This Mac**.

   b.   Click **More Info**.

   c.   Choose **File > Save As** and save the file in any available file format.

Step 3   Send the following to your system administrator:

   •   All files you collected or saved in this procedure.

   •   A description of what you were doing when the problem occurred

   •   Any error messages you received

Related Topics

   •   Enabling Detailed Logging, page 10-9

Enabling Detailed Logging

If you are experiencing problems using Cisco Unified Personal Communicator and your administrator tells you to do so, enable detailed logging: Choose **Help > Enable Detailed Logging**.

Use the same procedure to turn off detailed logging.

Your setting remains until you change it, even after you restart. Detailed logging may impair performance, so you should turn it off as soon as you no longer need it.

C

collaboration   See web conference.

console   The main window in Cisco Unified Personal Communicator. It includes Contacts, Recent Communications, and Search panes, as well as status information, buttons, menus, and other control options.

contact card   Contact Details window.

conversation window   A window that displays during a conversation.

D

desk phone   A Cisco Unified IP Phone on your company network. Generally, the phone on your desk.

dial pad   A small window that functions as a telephone keypad.

There are two dial pads that look similar: one that you use to dial a phone number, and one that you access from an active conversation window and use to respond to instructions to enter information such as a numbered choice or a password.

P

preferred contact method Allows you to specify the medium through which you want to contact others and be contacted by others, such as phone or e-mail.

presence See reachability.

profile Information about you that is stored in the Cisco Unified Personal Communicator system, such as which preferences you have set.

In the context of web conferencing, *profile* refers to your user account for Cisco Unified MeetingPlace Express.

R

reachability The availability status of a Cisco Unified Personal Communicator user, such as Available, Busy, or Away. This status displays to other users of Cisco Unified Personal Communicator, who can use it to determine the best time and method to contact people.

The system can determine your reachability by detecting when you are using your computer or phone, or you can set your reachability status.

S

soft phone Software that functions as a telephone. Cisco Unified Personal Communicator includes a soft phone.

W

web conference A Cisco Unified Personal Communicator feature that lets you display documents and applications on your computer to conversation participants.

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W